



PRINCIPAL COMPLIANCE REPRESENTATIVE, FTB

DEPARTMENTAL PROMOTIONAL EXAMINATION – STATEWIDE (For EDD Employees Only)

Testing Department: Employment Development Department

Bulletin Release Date: August 22, 2016

FINAL FILING DATE: **September 6, 2016**

Salary Range: \$5,053 - \$6,325 per month

POSITION DESCRIPTION

Principal Compliance Representative acts as a highly skilled independent technical expert on the most sensitive and complex projects pertaining to statewide compliance practices, policies, and legal issues. Responsibilities include program development, evaluation, and/or recommendation of policies and procedures for collection and legal issues on such matters which can include nominee liens, charging orders, seizure and sale of real property, alter ego, offers in compromise, trusts, and bankruptcy; the analysis and development of legislative changes; and the planning, development, and evaluation of the statewide collection and filing enforcement programs and automated systems.

Positions exist Statewide.

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply for this examination.

This is a **departmental promotional** examination for the **Employment Development Department (EDD)**. Competition is limited to:

1. Employees who have a permanent civil service appointment with the EDD by the final filing date; or
2. Current or former employees of the Legislature with two or more years as defined in the Government Code 18990; or
3. Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government code 18992; or
4. Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991. Veterans must provide a copy of their DD214 for entrance requirements. Please attach your DD214 to your application. Veterans' preference will not be granted in promotional examinations.

For applicants under items 2, 3, or 4 on page 1, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former EDD employees may be allowed to compete under the provision of Rule 235.

MINIMUM QUALIFICATIONS

NOTE: All applicants must meet the education and/or experience requirements for this examination **by the final filing date.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either” I “or” II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

Either I

One year of experience in the California state service performing the duties of a *Senior Tax Compliance Representative (Specialist)*.

Or II*

Experience: Four years of increasingly responsible professional experience interpreting and administering laws related to tax law compliance or debt collection work, at least one year of which shall have involved performance of the most difficult assignments. (Experience in the California state service applied toward this pattern must include one year at a level equivalent to *Senior Tax Compliance Representative (Specialist)*).

And Education: Education: Equivalent to graduation from college, which must include at least one course each in basic accounting or Federal or State taxation and business or commercial law; and one course in either economics, business administration, or public administration. Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)

***PROOF OF EDUCATION**

Applicants qualifying under pattern II of the Minimum Qualifications must submit evidence/proof of completion of the education requirement with their Examination Application. The proof provided must be copies of official/unofficial college transcripts and/or a diploma (whichever provides proof of your qualifying education). You may email an electronic copy of proof of education to EDDExaminations@edd.ca.gov (please list the examination title in the subject line) or mail to the address listed on page 3 of this bulletin.

NOTE: If submitting proof of education via U.S. mail, please clearly mark your transcripts and/or diploma with your name and the examination for which you are applying.

FOREIGN DEGREES

Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that his/her foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission’s website: www.ctc.ca.gov.

NOTE: All documents submitted become the property of the EDD. Do not submit original diplomas with the examination application.

SPECIAL REQUIREMENTS

All employees must be willing to travel and work away from the office.

FILING INSTRUCTIONS

Examination Applications (STD 678) are available at the California Department of Human Resource's website home page at <http://jobs.ca.gov/pdf/std678.pdf>.

All Examination Applications must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **PCR Exam**
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN-PERSON ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **PCR Exam**
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: All applicants **MUST** provide a current, valid email address on their application. The Qualifications Assessment (QA) examination link will be sent to the email address provided. Failure to provide a current and valid email address may result in non-receipt of examination information, in a timely manner, which could result in disqualification from the examination. All examination notifications (except the QA link) will be sent by USPS mail.

Applications must also contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

SPECIAL TESTING ARRANGEMENTS

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

EXAMINATION INFORMATION

This examination will consist of a **Qualifications Assessment** weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email the week of **September 26, 2016** to the email address provided on their application. The email will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination.

It is the candidate's responsibility to contact the Human Resource Services Division at EDDExaminations@edd.ca.gov if they have not received an email with the QA link by **September 29, 2016**. Please monitor your email account's SPAM, Junk, Bulk, etc. folder(s) as the examination email may be filtered depending on your specific account settings.

COMPETITORS WHO DO NOT COMPLETE THE QUALIFICATIONS ASSESSMENT OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

SCOPE OF THE EXAMINATION

A. KNOWLEDGE OF:

1. IRS and EDD security requirements concerning taxpayer privacy and disclosure of taxpayer/debtor information.
2. EDD programs, computer systems and data bases. (e.g., ACES, TI, BETS, Non-Tax Systems, etc.).
3. Basic PC functions and Microsoft office applications, including the internet, email and other functions needed for work related activities.
4. The Taxpayer Bill of Rights, Principles of Tax Administration, Fair Debt Collections Practices Act and Fair Credit Reporting Act.
5. Customer services skills to effectively represent EDD to taxpayers/debtors and other customers.
6. Collection procedures and resources, including the Compliance Manual, CUIIC, and the Account Adjustment Handbook.
7. The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
8. Leadership traits or qualities necessary for success as a Lead (e.g., good listener, effective communicator, delegates, inspires, motivates and empowers team members, etc.).
9. EDD policies regarding conflict of interest, sexual harassment and workplace violence in order to avoid personal conduct that is inappropriate.
10. Basic accounting practices (e.g., review balance sheets, financial statements, calculate claims or penalties, debits or credits.).
11. Basic components of Personal Income Tax and Business Entity Tax returns (e.g., income, deductions, exemptions, credits, etc.) to complete relevant job assignments.
12. Basic components of Personal Income Tax and Business Entity Tax returns (e.g., income, deductions, exemptions, credits, etc.) to complete relevant job assignments.
13. Other agency computer systems (e.g., DMV, SOS, FTB, BOE).
14. Maintaining a positive attitude and a healthy emotional balance between commitment to performance goals and acceptance of organizational or personal limitations.
15. Basic business and commercial laws, practices and management techniques.
16. The electronic services available to taxpayers/debtors to assist them to file taxes and pay outstanding tax liabilities.
17. Project management techniques and practices necessary for accomplishing departmental objectives and initiatives.

B. SKILL TO:

1. Verbally explain law, rules, regulations, policies and procedures to departmental staff, taxpayers/debtors or their representatives, external clients, other agencies and third parties in an effective manner.
2. Research and interpret reference material needed to administer the laws, rules, regulations policies and procedures of the EDD.
3. Communicate verbally and in writing using proper English grammar, punctuation and spelling, in order to effectively convey information.
4. Read, comprehend and interpret complex information (e.g., laws, regulations, policies, and/or procedures) in order to determine the main ideas, apply information, and take appropriate action.
5. Interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals on the phone or in person.
6. Write material to departmental staff, taxpayers/debtors and their representatives, external clients, other agencies and third parties to effectively explain laws, rules, regulations, policies, procedures and payment obligations.
7. Provide technical expertise to departmental staff, tax payers/debtors and their representatives, external clients, other agencies, and third parties to administer departmental programs.
8. Use the Intranet and Internet, including search engines to access collection tolls and get information on taxpayers/debtors.

B. SKILL TO: (Continued)

9. Make effective presentations and present complex information in a way that is easy to understand.
10. Read and interpret numerical data in order to explain it to members of the general public, as well as EDD staff and other governmental agencies.
11. Edit written material prepared by others to improve the accuracy, clarity, and effectiveness of documents sent out to the public.
12. Perform a variety of mathematical computations (such as formulas and percentages).
13. Accurately and efficiently enter data into a computerized database.
14. Effectively facilitate team interactions and meetings.
15. Develop a project work plan, establish key milestones and deliverables, assign tasks for completion and follow-up to ensure that tasks are completed timely.

C. ABILITY TO:

1. Analyze situations accurately, use good judgement and take effective actions.
2. Apply standards of ethical conduct and understand the impact of violating these standards on the organization, self and others.
3. Treat individuals with fairness, courtesy and respect.
4. Effectively plan, organize and manage information, work and time.
5. Behave responsibly and be accountable for actions taken in order to be a credible team leader.
6. Demonstrate responsible conduct, professional behavior, and a positive attitude when dealing with managers, supervisors, coworkers, customers, third party contacts, and stakeholders to achieve desired outcomes and ensure good relations.
7. Stay calm in stressful situations and maintain composure in the face of stress producing stimulus such as interactions with hostile individuals or potentially threatening situations.
8. Be receptive to change and adapt quickly to achieve organizational goals.
9. Be flexible in adjusting to changing priorities and new workloads that may impact other plans, projects and assignments.
10. Maintain a positive attitude, accept constructive feedback, and not take disagreements or challenges personally, in order to improve performance.
11. Manage multiple or competing priorities in order to complete tasks within established timeframes.
12. Gain the cooperation of others, and work cooperatively in a team environment to increase efficiency and effectiveness.
13. Maintain a positive attitude and a healthy emotional balance between commitment to performance goals and acceptance of organizational or personal limitations.
14. Work cooperatively and productively as a member of a team to achieve a common goal.
15. Relate well to individuals with diverse backgrounds and different levels of education and experience.
16. Demonstrate assertiveness, firmness and discretion in communications with the public.
17. Listen carefully and give full attention to what others are saying, asking questions as appropriate and not interrupting at inappropriate times.
18. Share expertise and willingness to serve as a resource to colleagues and staff to improve team effectiveness and promote staff development.
19. Model Department's values and set high personal standards of professional conduct and ethical behavior.
20. Apply specialized knowledge acquired through formal training or extensive on-the-job training to perform one's job.
21. Learn to utilize personal computer systems and software applications required in the performance of job duties.
22. Effectively use research skills and reference materials (e.g., manuals and database) to identify solutions, improve program efficiency, and accurately complete job assignments.

C. ABILITY TO: *(Continued)*

23. Give constructive criticism of work products and practices in order to improve the work performance of others.
24. Recognize questions or situations outside the employee's knowledge or area of responsibility and refer to appropriate sources for resolution.
25. Combine ideas or information to creatively resolve issues and/or cases and improve efficiency.
26. Assimilate data from multiple sources, identify relevant patterns of information, and develop a comprehensive and accurate picture of the situation.
27. Quickly learn new information and retain information that has been presented previously to successfully perform duties.
28. Persist in following a course of action and overcoming obstacles in order to complete an assignment, resolve a case, or achieve a goal.
29. Work within the political, organizational and technological systems of the department.
30. Devise unique solutions; visualize the effect of changes, exercise creativity and inventiveness in order to resolve new problems or issues that develop.
31. Delegate work to others in order to help staff develop new skills.
32. Use available resources to locate taxpayers/debtors and their assets, including mainframe and web-based programs.

D. WILLINGNESS TO

1. Keep managers, staff and others informed about progress and problems and be open minded, patient and respectful when dealing with others.
2. Conform to the principles of the EDD's Mission and Values.
3. Travel and work away from home to conduct field calls or other work-related activities.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the EDD. Eligibility expires 12 months after it is established unless the needs of the services and conditions of list warrant a change in this period.

VETERANS' PREFERENCE AND CAREER CREDITS

Veterans' Preference will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference. Career Credits will not be added to the final score of this examination.

CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to EDDExaminations@edd.ca.gov. Please include the examination title, **Principal Compliance Representative** in the subject line. Also, you may contact the Exam Analyst, Rachelle Chavez, at (916) 654-7979.

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division at (916) 654-7979, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

EXAMINATION APPLICATIONS (STD 678) are available on the Internet at: <http://jobs.ca.gov/pdf/std678.pdf>

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans' Preference is not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at <http://www.spb.ca.gov/>.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone: (916) 654-7827
Website: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.